

Amendments to the Claims:

This listing of the claims will replace all prior versions, and listings, of the claims in the application:

1           1.       (Original) A method of managing workflows in a service provider environment in  
2       which a service provider provides data storage resources to a customer, comprising:  
3       providing a customer with a list of types of work order requests based on a permission level  
4       associated with the customer, the work order requests comprising requests to manage storage  
5       configuration;  
6           receiving a selection of a type of work order request from the customer;  
7       enabling the customer to generate a work order request of the selected type in a work order  
8       request submission;  
9           creating a database object based on the work order request; and  
10       storing the database object in a database.

1           2.       (Original) The method of claim 1, wherein enabling comprises:  
2       providing to the customer at least one task screen corresponding to the selected type of  
3       work order request and usable by the customer to generate the work order request.

1           3.       (Original) The method of claim 1, wherein the work order request comprises values  
2       of parameters specific to the selected type of work order request.

1           4.       (Original) The method of claim 1, wherein the database object comprises elements  
2       that include a customer identifier and the selected type of work order request.

1           5.       (Original) The method of claim 4, wherein the elements further include a state to  
2       indicate status of the work order request.

1           6.       (Currently Amended) The method of claim 5, wherein ~~the~~ state can be set to  
2 indicate a new work order request initially and later changed to indicate a closed work order  
3 request.

1           7.       (Original) The method of claim 5, further comprising:  
2 assigning a work order request identifier to the work order request; and  
3 providing the assigned work order request to the customer.

1           8. (Original) The method of claim 7, wherein the database object is stored in the database  
2 as a table entry, the table entry including fields to store information associated with each of the  
3 elements.

1           9. (Original) The method of claim 8, wherein the elements further comprise the assigned  
2 work order request identifier and the work order request is stored in one of the fields in the table  
3 entry.

1           10. (Original) The method of claim 5, further comprising:  
2 processing the work order request using the table entry, processing comprising attempting  
3 to perform any tasks required to satisfy the work order request; and  
4 updating the state based on the results of the processing.

1           11. (Currently Amended) The method of claim 10, wherein updating comprises:  
2 marking the state to indicate that the work order request is closed if such tasks are  
3 performed successfully; and  
4 ~~otherwise,~~ marking the state to indicate a failure if such tasks are not performed  
5 successfully.

1           12. (Original) The method of claim 10, further comprising:  
2 generating a billable event when the work order request is closed; and

3 storing the billable event in the database in association with the customer identifier and  
4 account information.

1 13. (Original) The method of claim 1, wherein work order request submission is in the  
2 form of an email.

1 14. (Original) The method of claim 1, wherein work order request submission is in the  
2 form of HTTP.

1 15. (Original) The method of claim 10, wherein processing is managed by a workflow  
2 automation that periodically queries the database to locate any new work order requests based on  
3 the state in the table entry for each work order request.

1 16. (Original) The method of claim 12, wherein the processing, updating, and the  
2 generating and storing of the billable event are handled by the workflow automation.

1 17. (Original) The method of claim 15, wherein the workflow automation invokes other  
2 processes needed to perform the work order request.

1 18. (Original) The method of claim 10, wherein processing is managed manually by an  
2 administrator of the service provider.

1 19. (Original) The method of claim 12, wherein the processing, updating, and the  
2 generating and storing of the billable event are handled manually by the service provider  
3 administrator.

1 20. (Original) The method of claim 12, wherein the processing, updating, and the  
2 generating and storing of billable events are managed manually by the service provider  
3 administrator when the state indicates a failure.

1           21. (Original) A computer program product residing on a computer-readable medium for  
2 managing workflows in a service provider environment in which a service provider provides data  
3 storage resources to a customer, the computer program product comprising instructions causing a  
4 computer to:

5           provide a customer with a list of types of work order requests based on a permission level  
6 associated with the customer, the work order requests comprising requests to manage storage  
7 configuration;

8           receive a selection of a type of work order request from the customer;

9           enable the customer to generate a work order request of the selected type in a work order  
10 request submission; create a database object based on the work order request; and

11          store the database object in a database.

1           22. (Original) An apparatus for managing workflows in a service provider environment in  
2 which a service provider provides data storage resources to a customer, comprising:

3           means for providing a customer with a list of types of work order requests based on a  
4 permission level associated with the customer, the work order requests comprising requests to  
5 manage storage configuration;

6           means for receiving a selection of a type of work order request from the customer;

7           means for enabling the customer to generate a work order request of the selected type in a  
8 work order request submission;

9           means for creating a database object based on the work order request; and

10          means for storing the database object in a database.